

# 9.5 Exception Item Retries

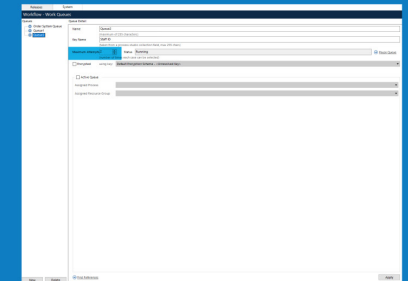


## Exception Item Retries

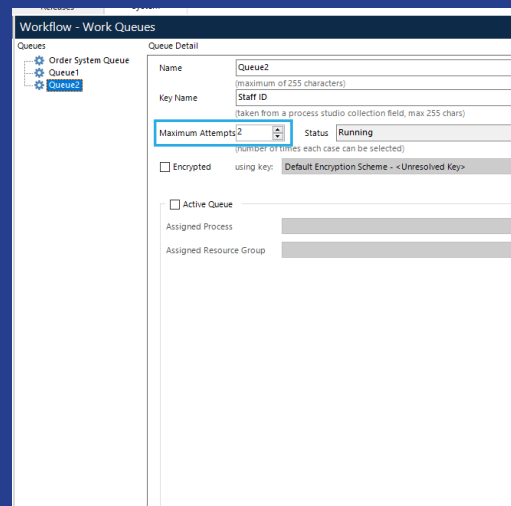
- While an Item is being worked, Exception Retries can occur within a Process or a Business Object, using retry logic within Recovery Mode. Retrying simply means recovering an Exception and then steering the flow back into the main part of the diagram, in the hope that the problem will be alleviated by another attempt.
- A Blue Prism Work Queue can also be set up to enable Exception Items to be retried, meaning the whole Item is reworked by the Process as if it were a new pending Item. Attempts only apply to Exceptions – Items marked as ‘Complete’ cannot be reworked.
- The Max Attempts field in the Work Queue Configuration section of System Manager, is set to 1 by default but this can be set to a higher value, if necessary. When Max Attempts is greater than 1, the Work Queue will revive any Exception Items, by creating a clone of the Item and injecting it into the queue, at the same position as the original.

### Work Queue

✓	GUID - 10012GHY
✓	GUID - 10011GHY
✗	GUID - 10010GHY
✓	GUID - 10009GHY
✓	GUID - 10008GHY
✓	GUID - 10007GHY
✗	GUID - 10006GHY
✓	GUID - 10005GHY



Only Exception Items can be Retried.



Max Attempts field within Queue Detail.

Queue Name	Status	Worked	Pending	Retried	Total	Average Case Duration	Total Case Duration
Queue1	Running	24	0	1	25	2145.520	4355.000
Queue2	Running	13	0	4	17	6300.111	5420.000

Retried Exception Items with clones.